

## **IMPORTANT RECALL NOTICE**

[RECALL 112 Electric Seat Heaters - MY 96-97 854,855  
Re-Launch  
SAMPLE OWNER NOTIFICATION LETTER  
UNITED STATES]

December 2003

## **IMPORTANT RECALL NOTICE**

Dear Volvo Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volvo Cars of North America previously launched this recall campaign in February 2003. Our current records show your vehicle has not had this recall performed. Given the nature of this defect, we strongly advise contacting your authorized Volvo retailer and having this recall performed as soon as possible.

### ***The reason for this campaign:***

Volvo has decided that a defect related to motor vehicle safety exists in the seat heater wiring of certain model year 1996 and 1997 850 sedans and wagons.

Under certain circumstances, it is possible that excessive compression of the seat cushions may cause damage to the electrical wiring of the seat heater. If this occurs, the damage may result in a short circuit and could lead to burning of the underseat materials, increasing the risk of a fire and injury to a vehicle occupant.

The corrective action will consist of disconnecting the existing wires and installing a new electronic thermostat and cable harness kit.

Please note: The improved accuracy of the new electronic thermostat results in reduced temperature fluctuations and a lower maximum temperature in the seat surface. The seat heater is enabled when the temperature in the passenger compartment is lower than 70 degrees.

If your seat heater is currently not operating, this corrective action may not restore full functionality.

***What you need to do:***

Please call your authorized Volvo retailer as soon as possible to schedule an appointment. This procedure will be completed at no cost and will take approximately one hour. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you previously paid to have this underseat corrective action performed, Volvo will honor your receipt with a refund. Please contact your Volvo retailer for details.

***Please contact:***

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Relations at 7 Volvo Drive Rockleigh, New Jersey 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 7:00 P.M. Eastern Time. You may also e-mail us at [customerservice@volvocars.com](mailto:customerservice@volvocars.com).

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge and within a reasonable period of time, you may contact the NHTSA Administrator at 1-888-327-4236. The address is 400 Seventh Street SW, Washington, DC 20590.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause and we appreciate your cooperation in arranging to have this important service completed as quickly as possible.

Sincerely,

Eunice Stern  
Manager, Customer Care

***Please note:*** According to Insurance Institute for Highway Safety President Brian O'Neill, "It is very important that owners of vehicles in which safety-related problems have been identified take those vehicles back to dealerships as soon as they receive notice of a recall or service campaign. Such notices should not be ignored or taken lightly. There is just no reason to drive around in a vehicle with a safety-related defect."